

Transit



"I have had the opportunity to make a difference in people's lives for 32 years. It's been a pleasure."

**- Floyd Williams
Senior Driver**







The mission of the Transit Department is to provide a reliable and economical public transportation system to all visitors and citizens of the Wichita area. Employees will strive to make it the best transportation option in the region.

RECENT ACCOMPLISHMENTS

- In late 2003 new fareboxes were installed on all of the city's public transportation vehicles. These fareboxes provide greater accuracy in farebox collections and ridership counts; additional capabilities include pass card scanning and administrative route planning tools.
- In mid 2003 new scheduling software was implemented to assist Special Services (para-transit) personnel in developing a more efficient curb-to-curb system for disabled citizens.
- Special Services ridership continued to be the fastest growing division of Transit, having directly or indirectly provided over 320,000 rides, or 12 percent more than in 2002.
- Special Services replaced many older, high-mileage vans with newer ADA-compliant vans; added comfort and safety features include standard lifts and tie-downs for wheelchairs.
- As part of the City's overall efforts to improve its asset management, Transit Maintenance was included in the implementation of Datastream software. All scheduled repairs, maintenance and warranty work will be easier to track by properly utilizing this system.
- Transit has been designated as the representative fund recipient for new Urbanized Zoning Area funding, and will be participating in a more regionalized effort to improve and enhance public transit services.
- ADA mobility plan was formulated in an effort to address and manage growth in Special Services rides. Re-certification of para-transit passengers is an outgrowth of the plan, which will include transitional fixed-route travel training for all participants.

DEPARTMENT OBJECTIVES

1. Restore bus ridership to 2001 levels (2.1 million)
2. Manage para-transit ridership growth
3. Improve safety
4. Maximize farebox revenue
5. Improve maintenance

PERFORMANCE MEASURES

Dept Objective	Program Measure Description	2001 Actual	2002 Actual	2003 Actual	2004 Projected	2005 Projected
1	Fixed route ridership	2,103,370	1,869,667	1,800,022	1,908,000	2,003,500
4	Farebox revenue	\$637,939	\$570,373	\$484,472	\$532,920	\$559,600
2	Paratransit ridership	288,740	287,439	320,767	340,000	320,000
2	- City direct rides	84,630	82,283	80,007	80,000	80,000
2	- Purchased rides	111,170	104,750	120,038	130,000	120,000
2	- ADA to Access rides	92,900	100,406	120,722	130,000	120,000
3	Accidents per 100,000 miles - bus	2.8	2.4	1.6	1.5	1.3
3	Accidents per 100,000 miles - van	3.7	2.1	3.4	2.7	2.2
3	Preventable / 100,000 miles - van	1.85	1.20	1.80	1.60	1.45
3	On the job injury claims per 100 employees	9.0	10.2	12.1	9.0	7.0
3	Light duty hours annually	5,043	1,923	687	618	556
5	Maintenance cost per mile	\$0.99	\$0.88	\$0.82	\$0.86	\$0.90



OVERVIEW

Transit facilities include the Transit Operations Center at 777 E. Waterman, which houses Administrative, Operations and Maintenance personnel; and the Transit Center, located on the southeast corner of Topeka and William, the headway point for all buses and also the focal point for the majority of direct customer service.

Transit provides fixed route service to all areas of Wichita with a fleet of 51 buses. In addition, 24 van operators offer curb-to-curb one-way or round-trip van trip service to disabled citizens on a scheduled basis.

A fleet of 5 trolleys is also on hand, and offers themed tours and charters to the public on a reservation basis.



Transit bus services look to be an excellent option as commuters are faced with higher fuel prices.

DIVISION DESCRIPTIONS

Transit is organized into four divisions: Administration; Operations; Maintenance; and Special Services. Transit also operates a Trolley System for charter and tour service, which is financially independent of the Transit Fund.

Administration: The Administration division provides direction and strategic vision for the entire enterprise and focuses enterprise efforts to accomplish the mission in accordance with City Policy, as well as State and Federal regulations. The division coordinates and oversees the grant programs, maintains communications with funding sources, responds to customer inquiries, and markets the enterprise. The Administrative division consists of 1 General Manager (not a direct employee of the City), 1 Assistant to the Director, 1 Planning Analyst, 1 Account Clerk, 1 Administrative Secretary, and 3 Customer Service Clerks. In early 2004 a contract was extended with an outside Transit Management Company, First Transit. The contract term runs through 2009 with options renewable each year during the contract term.

Operations: Overseeing operator time, route and safety performance, operator scheduling, dispatching and driver/bus location, union communications, and investigation of safety related issues are the responsibilities of this division. The Operations division includes 4 Operations Supervisors, 1 Customer Service Clerk, and 68 Bus Operators. In late 2003, a 2-year contract with the Teamsters was approved.

Special Services Accomplishments

⇒ Formed a Mobility Advisory Task Force to explore issues related to para-transit service and look after the needs of disabled citizens in the community.

⇒ Implemented new para-transit scheduling software.

⇒ Replaced the majority of its para-transit van fleet in 2003 with newer, more comfortable ADA-compliant vans.

⇒ Gained approval for the framework of its re-certification program – ultimate objectives of the program are to curb growth in para-transit ridership; ensure that those riders utilizing the service meet the qualifications; and transition riders over to the fixed route system.

Maintenance: This division is responsible for performing scheduled maintenance, parts replacement, responding to trouble calls, and ensuring the serviceability of the buses for an average of nearly 13 hours per day, 6 days per week. The Maintenance division is comprised of one Equipment Maintenance Supervisor, one Mechanic Supervisor, 9 Bus Mechanics, 4 Bus Mechanic Helpers and 5 Porters.

Special Services: This division provides direct or indirect rides to disabled citizens, either through the use of owned para-transit vans or by contracting with third-party providers. Two Transportation Development Coordinators administer para-transit grants programs, oversee scheduling and dispatching personnel, and interface with other local agencies to ensure that the disabled citizens are receiving the federally mandated services that they request. Special Services employees include the two Transportation Development Coordinators, 4 Customer Service Clerks and 24 Van Drivers.

FINANCE AND OPERATIONS

Transit operations are funded by federal and state grants, local subsidies and rider fares. In addition, capital expenditures are funded through federal, state and local resources. About 30

The Operations division ensures that 51 buses are operating along 18 routes on a safe and timely basis. percent of Transit operations are funded locally.

Regulations apply to many elements of the operation such as maintenance restrictions, federally mandated para-transit services, required local matching funds, and inter-local agreement.



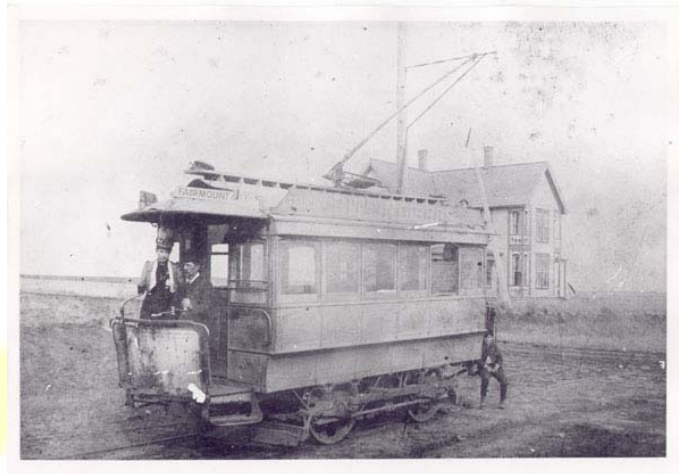
FUTURE CHALLENGES

- Address capacity challenges in para-transit.
- Integrate service as required with other nearby municipalities, as the designated Urban Zoning Area (UZA) fund recipient.
- Expand and develop routes to better fit the needs of local citizens.
- Implement security enhancements to all Transit facilities and vehicles.

Maintenance and Operations Performance Measures				
Goal: Ensure that a safe, well-maintained fleet of buses is operating at the right time and in the right place on the fixed-route system.				
	2002 Actual	2003 Actual	2004 Projected	2005 Projected
Miles per road call.	4,061	5,500	6,000	6,500
Percentage PM tasks done per schedule.	100%	100%	104%	100%
Complaints per 100,000 passenger trips.	NA	6.4	5	4
On-the-job injury claims per 100 employees.	10.2	12.1	9	7

Transit Budget Summary					
	2003 Actual	2004 Adopted	2004 Revised	2005 Adopted	2006 Approved
Personal Services	3,382,144	3,407,730	3,588,580	3,784,340	3,947,990
Contractual Services	714,536	841,310	767,400	717,410	759,930
Commodities	458,211	497,670	490,120	502,120	495,120
Capital Outlay	0	0	0	0	0
Other	525,512	636,960	631,960	673,280	674,380
Total Local Expenditures	5,080,403	5,383,670	5,478,060	5,677,150	5,877,420
Trolley Fund Expenditures	92,356	141,360	141,360	143,370	139,410
Transit Fund Expenditures	4,988,047	5,242,310	5,336,700	5,533,780	5,738,010
Total Local Expenditures	5,080,403	5,383,670	5,478,060	5,677,150	5,877,420
State Operating Grants	678,000	293,600	730,000	730,000	730,000
Federal Operating Grants	2,330,000	3,487,090	3,037,860	3,313,590	3,589,310
Total full-time positions	126	126	126	126	126
Total part-time positions	2	2	2	2	2
Total FTE positions	125	125	125	125	125

For additional information on the Transit Departments visit www.wichita.gov!



Wichita Trolley Services

Transportation has always been important to the citizens of Wichita. It was common to see trolleys, like the one above, in 1892 to help citizens get around town. Over the years the City has continued this tradition.

In 1966, creation of the Metropolitan Transit Authority (MTA) initiated publicly-operated transit in Wichita. Beginning in 1997, the City threw its hat in the ring to provide this basic service to the citizens of the City by assuming direct support of Transit operations. Wichita Transit, in partnership with the Downtown Development Corporation, is currently re-introducing trolley service to the downtown area.